

# ARS □ CSREES □ ERS □ NASS

## *Bulletin*

**Title:** Procurement Performance Measures

**Number:** 99-200

**Date:** 03/02/99    **Expiration:** 03/01/2000

**Originating Office:** Procurement and Property Division, Policy Branch,  
AFM/ARS

**Distribution:** ARS Procurement Assistance Officers, PPD and FD

This bulletin provides the policy for the implementation of the Procurement Preference Measures, which will be used USDA-wide to measure progress in improving performance relating to quality, timeliness, productivity, and price.

## 1. Background

AGAR Advisory Number 18, entitled “Procurement Performance Measures”, dated April 8, 1998, superseded Departmental Notice 5000-27, dated March 26, 1997. The AGAR Advisory established the Procurement Performance Measures which will be used USDA-wide to measure progress in improving performance relating to quality, timeliness, productivity, and price. The AGAR Advisory requires that the Head of the Contracting Activity Designee (HCAD) track and monitor performance under these measurement categories for their respective areas of contracting responsibility.

On December 10, 1998, AGAR Advisory No. 18A was issued to amend the reporting requirements for Fiscal Year 1999.

## 2. Action and Reports

Annually, HCADs shall submit to the Office of Procurement and Property Management (OPPM) an overall assessment of the mission area/agency Procurement Performance and Performance Measurement Data within 45 days of the end of the fiscal year being assessed. In addition, this report shall include proposed goals for the next fiscal year for each performance measure, including the basis (parameters, workload composition, data, etc.) on which the proposed goals were developed. Within 30 days of receipt of the proposed goals, OPPM will finalize and notify the HCADs of their respective goals for the fiscal year.

## 3. Policy

REE’s policy for implementing this Notice is as follows:

	Category	Basis for Measurement	Action Required
Performance Measure No. 1	Customer Satisfaction and Service Partnership	Until USDA makes a decision on the use of the Performance Measurement Assessment Tool (PMAT), an assessment based on our current survey results will be used.	By October 31 of each year, the Policy Branch, PPD, shall collect survey results for the fiscal year being assessed and goals for the next fiscal year which reflect quality, timeliness, price, and productivity to the HCAD. (See Enclosure 1 for format)

	Category	Basis for Measurement	Action Required
Performance Measure No. 2	Purchase Card	Statistics from the Federal Procurement Data System (FPDS) and the Purchase Card System.	<p>By October 20 of each reporting period, the Policy Branch, PPD, will provide data from the FPDS and Purchase Card System to ARS PAO's, PPD Branch Chiefs, and FD Branch Chiefs.</p> <p>Based on an analysis of this data and anticipated workload, by November 5 of each year, ARS PAO's, PPD Branch Chiefs, and FD Branch Chiefs will submit goals to the HCAD covering the increased use of the purchase card that reflect improved timeliness, increased productivity, and cost avoidance. (See Enclosure 2 for format)</p>
Performance Measure No. 3	Acquisition of Commercial Items	AGAR Advisory No. 18A deleted Acquisition of Commercial Items as a performance measure.	
Performance Measure No. 4	Past Performance	Data concerning the number of contracts with past performance as an evaluation factor compared with the total number of contract awards for the previous fiscal year.	<p>By November 5 of each year, ARS PAO's, PPD Branch Chiefs, and FD Branch Chiefs will submit data to the HCAD concerning the number of negotiated contracts over \$100,000 awarded resulting from solicitations which included past performance as an evaluation factor for the previous fiscal year.</p> <p>By November 5 of each year, based on a review and analysis of data from the current year, and anticipated workload, ARS PAO's, PPD Branch Chiefs, and FD Branch Chiefs will submit goals to the HCAD that reflect quality and cost savings. (See Enclosure 3 for format)</p>

	Category	Basis for Measurement	Action Required
Performance Measure No. 5	Performance Based Service Contracting	The number of service contracts awarded using performance based statements of work and associated dollars obligated during the reporting period.	<p>By November 5 of each year, ARS PAO's, PPD Branch Chiefs, and FD Branch Chiefs will submit to the HCAD the number of service contracts over \$100,000 awarded using performance based statements of work in the fiscal year.</p> <p>By November 5 of each year, based on a review and analysis of data from the current year and anticipated workload, ARS PAO's, PPD Branch Chiefs, and FD Branch Chiefs will submit to the HCAD a goal for contracts using performance based statements of work for the next fiscal year which reflect quality and cost savings. (See Enclosure 4 for format)</p>

/s/

RICHARD G. IRWIN  
Director  
Procurement and Property Division

Exhibits

**PROCUREMENT PERFORMANCE MEASURE # 1  
CUSTOMER SATISFACTION AND SERVICE PARTNERSHIP**

Submit a total for the fiscal year in the appropriate rating column for each category on the following Customer Service Survey Form:

Questions	RATING				
	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
1. Rate the staff on their: N Professionalism and courtesy					
N Promptness in answering and returning telephone calls					
N Follow-up to your questions and concerns					
N Giving accurate and timely information to you on the telephone					
N Willingness to assist you by explaining current policies and procedures to you relative to your needs					
N Willingness to explain the requirements needed to support your needs					
N Knowledge of what is to be done on their job					
2. Provided timely and proactive procurement services that met your needs with the desired results.					
3. How would you rate your overall satisfaction with the service?					

## Exhibit 2

### PROCUREMENT PERFORMANCE MEASURE # 2 PURCHASE CARD

	Data FY 99	Proposed Goals FY 00
(A1) Total Number of Purchase Card Transactions		
(A2) Total Number of Purchases under \$100,000		
(B1) Dollars Obligated by Purchase Card Transactions		
(B2) Dollars Obligated under \$100,000 Purchases		
Percent of Total Purchases under \$100,000 (A1 ÷ A2) made by Purchase Card (B1 ÷ B2)		
Cost Avoidance (\$54 x Number of Projected Purchase Card Transactions)		

Basis for Goals (Parameters, Workload Composition, Data, etc.)

**PERFORMANCE MEASURE # 4  
PAST PERFORMANCE AS AN EVALUATION FACTOR**

	Data FY 99	Proposed Goals FY 00
(A) Number of Negotiated Contracts over \$100,000 awarded based on Inclusion of Past Performance as an Evaluation Factor		
(B) Total Number of Negotiated Contracts over \$100,000 awarded		
Percent of Negotiated Contracts over \$100,000 awarded using Past Performance as an Evaluation Factor (A ÷ B)		
<b>FY 00 Goals</b>		
Estimated Cost Savings:		
• Total Savings (To the extent that can be determined)	\$	
• Narrative:		
Other Benefits:		
Basis for Goals (Parameters, Workload Composition, Data, etc.):		

# Exhibit 4

## PROCUREMENT PERFORMANCE MEASURE # 5 PERFORMANCE BASED SERVICE CONTRACTING

	Data FY 99	Proposed Goals FY 00
(A1) Number of Service Contracts Which Include Performance Based Statements of Work		
(A2) Total Number of Service Contracts		
(B1) Total Dollars Obligated Using Performance Based Statements of Work		
(B2) Total Dollars Obligated in Service Contracts		
Percent of Service Contracts Awarded Which Include Performance Based Statements of Work	(A1 ÷ A2) (B1 ÷ B2)	
<b>FY 00 Goals</b>		
<b>Estimated Cost Savings:</b>		
• Dollar Savings (To the extent that can be determined)	\$	
• Narrative:		
<b>Other Benefits:</b>		
<b>Basis for Goals (Parameters, Workload Composition, Data, etc.:</b>		
<b>Assessment:</b> Assessment of actual performance data versus established goal for FY 2000:		



# **CONTRACTS AND/OR TASK ORDERS USING PERFORMANCE BASED STATEMENTS OF WORK**

<b>Contract or Task Order Numbers</b>	<b>Description</b>	<b>Contract Type</b>	<b>QAP/CAP Included</b>	<b>Incentives</b>	<b>Award Date</b>	<b>Contract Amount</b>	<b>Amount Obligated this Reporting Period</b>

**PLEDGED CONTRACTS USING PERFORMANCE BASED  
STATEMENTS OF WORK FOR THIS REPORTING PERIOD**

<b>Description</b>	<b>Anticipated Contract Type</b>	<b>Anticipated Award Date</b>	<b>Anticipated FY 2000 Obligated Funds</b>	<b>Quality Assurance Plan/Contract Admin.. Plan</b>	<b>Incentives</b>